Background

Science Gallery offers engaging and educational experiences for secondary school groups including free gallery tours and paid interactive workshops. The workshops are various including drone flying, putting together 3D-printed bones and making insect waffles.

Nowadays, the Science Gallery receives many booking requests. Managing the booking has posed significant challenges. Currently, booking comes in different ways including calling, Microsoft booking, Microsoft Forms application and email.

To finalise a booking, there are lots of information that need to be ensured. It is complicated because the gallery has multiple venues and different spaces within the venues. For different programs, the staff, space, and length of time needed varies. In addition, different visiting teams and programs have different booking forms. Even for one booking request, the staff needs to use various software — Microsoft Office, Microsoft Planner, Microsoft Bookings and Microsoft Calendar and fill in many forms and Excel to finalise.

The amount of work that goes into a single appointment is enormous. The Science Gallery accepts hundreds of appointments each year, including a large number of invalid or cancelled appointments that need to be screened.

In this case, Science Gallery wanted to enhance the current system by accurately recording bookings and the actions required to complete them, and by facilitating the flow of operations and operating pages.